COMMISSION COMMENTS

Online applications now being accepted!

Starting January 5, 2004, the Civil Service Commission began accepting applications online through our website. To view job openings and apply, just go to www.csc.columbus.gov and click on *Job Openings.* This will bring up a current list of positions for which the City of Columbus is accepting applications. Click on the positions that interest you and fill out the online application.

Please note that you do not have to own a computer to take advantage of the online process. You can apply by using a computer at your local library or anywhere that you can access the Internet.

When you apply online, you will receive a letter in the mail letting you know if you have been approved to take the civil service exam and what the next step will be. In addition, the City is continuing to accept online applications for non-tested positions. Follow the same steps as above to fill out the applicant response form for the position of interest to you. If submitted online, this information goes directly to the Department that has the current vacancy.

Other Ways to Apply:

Another way of applying with the City of Columbus is through the mail. Once you have obtained and completed an application, it must be postmarked by the application deadline and it must be received in our offices within five (5) business days of the deadline. Again, you will be notified by mail of the next step in the process.

Of course, you may still apply in person by visiting our offices at 50 West Gay Street, Room 600, Monday, Wednesday and Thursday between 9:00 a.m. and 4:00 p.m.

We hope that these options will provide more convenience to our customers. If you have any questions about the City's application process, please contact the Applicant & Employee Services staff at (614) 645-8369.

Other Changes:

NOTE: Transcripts are now being accepted up until the day of the test for job classes requiring verification of college course work.

IMPORTANT NOTICE:

Effective March 1, 2004, the Applicant & Employee Services Counter will be *closed* on Tuesdays and Fridays.

The new operating hours will be:

Monday, Wednesday, and Thursday:

9:00 a.m.—4:00 p.m.

Please see related article on page 2.

Police officer & firefighter testing update

The Commission plans to offer the police officer civil service examination again in 2005. The current firefighter eligible list has been extended due to budget issues and to allow more individuals to be hired from the list. Firefighter testing is planned for 2006.

If you are interested in either of these tests, please fill out a Job Class Interest form if you have not already done so. You can submit a form online at www.csc.columbus.gov by clicking on *Job Interest* . You may also fill out the Job Interest form in person at our offices at 50 West Gay Street, Room 600. By filling out this form,

you can list any City jobs, in addition to Police and Fire, that are of interest to you. This will allow you to be notified by mail when we are testing or there is a vacant position.

For general City employment, you will need to update your Job Interest form every six (6) months. For police officer or firefighter, you do not need to resubmit your form. Everyone submitting a form since the last test will be notified. However, if you move, please remember to update your address with the Civil Service Commission so that you can be notified by mail.

Recent clerical exams

The fall of 2003 was a busy time for the Testing Center at the Civil Service Commission. Over 500 people participated in the Clerical Group Core I and Core II exams. Depending on individual qualifications, interested applicants could opt to apply for many different job classes when these two tests were offered. The job classes included in the Core I and Core II examinations are listed below.

Core I
Clerk I and II
Data Entry Operator
Data Processing Operations Assistant
Messenger
Payroll Clerk I
Typist Clerk

Core II
Account Clerk
Administrative Assistant
Cashier I
Clerk Specialist
Customer Service Representative I

Development Services Assistant
Human Resources Assistant
Medical Services Reimbursement Specialist
Payroll Clerk II
Payroll Specialist
Secretary

The examinations consisted of multiple-choice tests, which were designed to test for the core abilities of each job. Different areas of the tests were scored for different job classes; for example, spelling, grammar, and math may have been graded for some of the job classes and not for others. In some cases additional areas were tested for particular job classes; for example, the job class of Messenger requires an additional map reading section. Some job classes may have required a typing performance test while other job classes did not.

Individual test scores were mailed to participants in November of 2003. The names placed on the eligible lists will remain for a period of two years, or until replaced by a newer eligible list.

Our Hours have changed

Effective **March 1, 2004**, the Civil Service Commission will be operating under reduced hours. This change is due to budget cuts and staff reductions over the past few years. Our new hours will be:

Monday	9:00 a.m. to 4:00 p.m.
Tuesday	*CLOSED*
Wednesday	9:00 a.m. to 4:00 p.m.
Thursday	9:00 a.m. to 4:00 p.m.
Friday	*CLOSED*

These reduced hours are for the Application & Employee Services Unit on the 6th floor of our offices at 50 West Gay Street.

Please remember that many of our services can now be accessed through our website at www.csc.columbus.gov. Not only can you check for job openings and change your address over the Internet, but you can now apply for jobs online. Applications will be accepted on our website 24 hours a day until the posted deadline for each vacancy or exam.

Web highlights

Since more people are using the Internet everyday, we are highlighting some of the features of our website that readers might not know about. If you have never seen our website and have Internet access, please visit www.csc.columbus.gov. There is much information available that can be helpful to City employees as well as those interested in City employment.

Some features that might be of interest to readers are listed below.

The **Job Classification Database** is available to search online. From the home page, click on "Job Classes." You can perform a search by typing in a job title, or by typing in just a few letters of a title. For example, typing in "water" will bring up all of the City job titles that start with the word "water." Then you can choose any of the listed jobs for more information. Click on the job title, such as "Water Maintenance Manager" to see the class specification, which is a description of the duties and qualifications for the classification. Clicking on the

corresponding number in the "codes" column will bring up information from the classification database, such as salary range, probationary period, license requirements, etc. Information about the test is also listed, including the eligible list date and when it expires.
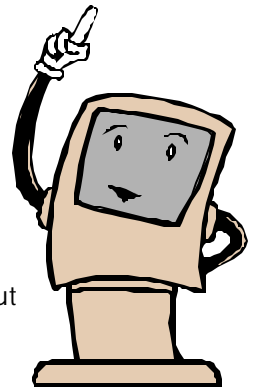
The complete **Rules and Regulations** of the Civil Service Commission are also available on the website. To view these Rules, click on "CSC Rules" on the home page. This will take you to the table of contents. If you wanted to see the rules on transferring within your job class, you would page down to find the correct rule, and then click on "Rule XII." Note that to view these documents, you need to have Adobe Acrobat Reader. You can download this software free at www.adobe.com or click on the link at the bottom of the Rules and Regulations table of contents page.

Training update

The *Civil Service Testing Tutorial* is once again being offered through the Human Resources Department's Citywide Training section. This four-hour course is designed to help nonuniformed City employees prepare for civil service tests. The objectives of this training are to:

- Provide an awareness of test-taking strategies
- Reduce test anxiety by familiarizing the applicant with the testing process

- Eliminate misunderstood directions and common mistakes

The next class will be offered on Wednesday, March 17, 2004 from 8:30 a.m. to 12:30 p.m. at the Piedmont Road training facility. To register, complete a registration form on the Intranet or contact Citywide Training and Employee Development at 645-3059 for more information.

Meet commission employee...carole bible!

Every City employee can thank Carole Bible, the Commission's Payroll Specialist, for verifying Citywide payroll and personnel activities every other week. Carole has been employed by the City of Columbus, Civil Service Commission, since 1977. She works closely with each Personnel/Payroll department throughout the City reviewing various reports of payroll and personnel transactions for accuracy and compliance with the City Charter and Commission Rules. She also advises departmental payroll personnel regarding personnel or payroll

procedures and maintains all current personnel files.

Originally from Coshocton, Carole moved to Columbus in 1962. Prior to moving to Columbus, she worked in the office of a family-owned grocery and restaurant business. Carole enjoys crafting, reading, and collecting Boyd's Bears and spends as much time as she can with her two Persian felines, Max and Murphy. But most of all, Carole loves being with her four grown children, six grandchildren and one great-grandchild.

Civil Service Commission

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In memoriam.....

In the last few months, the Commission staff lost two dear former employees. Noel Miller who recently retired from the Commission, passed away in October 2003. Colleen Rundio, who worked for both the Commission and the Division of Police, passed away in January 2004. They will both be sadly missed.

> "Don't set compensation as a goal. Find work you like, and the compensation will follow." - Harding Lawrence

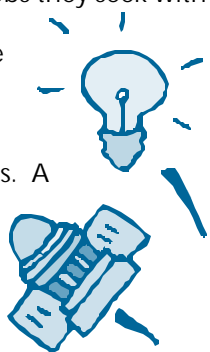## 2003 Testing and Classification Report

One of the Civil Service Commission's main responsibilities is maintaining the competitive testing system for the City. The goal of this system is to ensure applicants are qualified for the jobs they seek with the City by testing their knowledge, skills and abilities before they are hired.

During 2003, the Commission administered 74 Civil Service tests. A total of 60 exams were open to any qualified applicants and another 14 were promotional exams open to qualified city employees.

One of the Commission's goals has been to reduce the number of provisional appointments, that is, employees hired without testing. The provisional hiring process meant that employees are required to take and pass a civil service test *after* being hired. The Commission's testing progress since the early 1990s has contributed to a steady reduction of provisional employees. At the end of 2003, only 16 (less than 1%) of the City's full-time employees had provisional appointments. This is down from 2,240 provisionals in 1990.

Another of the Commission's responsibilities is to maintain the City Class Plan. There are currently 620 job classes in the City and the Commission is responsible for keeping these classifications current. The Commission developed a performance standard that each job class should be reviewed at least once every five years. In 1993, when this standard was set, only 37% of classes were in compliance. At the end of 2003, 100% of job classes were up-to-date.